

# BROADLAWNS MEDICAL CENTER

## Presentation for the Medical Assistance Projections and Assessment Council

May 13, 2010

Mikki Stier, MSHA, FACHE

Senior Vice President, Government and External Relations



# Broadlawns Medical Center and the IowaCare Program

– A Year In Review –

 **Broadlawns** Medical Center  
Caring for **Our Community**. *Caring for you!*



# Broadlawns Medical Center's Mission

Broadlawns Medical Center is a public-owned resource, which strives to meet the health care needs of all Polk County residents through the provision of quality health services, and the training of tomorrow's health care professionals.



# IowaCare Enrollment

- Since the inception of IowaCare, Broadlawns Medical Center has seen the enrollment grow by 17% per year.
- Year-to-date, 35,517 people are enrolled in Iowa Care; of which 10,992 receive their care at Broadlawns Medical Center.
- Broadlawns Medical Center provides 29 percent of all the care statewide, which is the largest enrollment of any county.



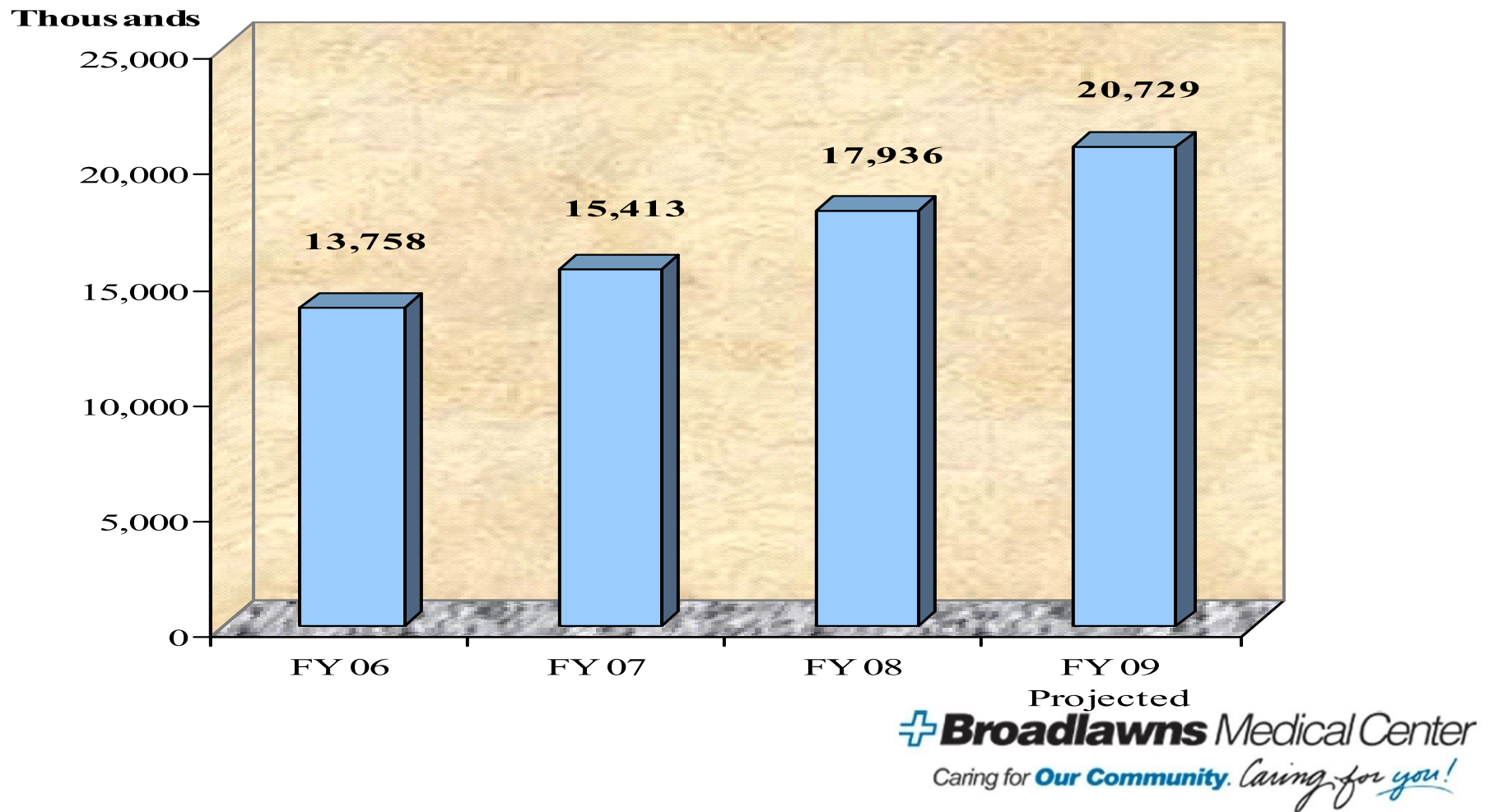
# Broadlawns' Financials

- Our claims grew by 12.2 percent this last fiscal year.
- During the last two fiscal years, Broadlawns Medical Center has been working diligently to reduce our cost and become more efficient. While this is a good business strategy for most payer contracts, this can have a negative impact for IowaCare since claims allocation is based on cost to charge.
- This will impact both Broadlawns and the State because the end result is a reduced amount of claims dollars for federal matching.
- The FY 2011 Budget packet sent out in March contains a table showing our costs per adjusted patient day have decreased approximately 2 percent from FY 2006 to Budget FY 2011 projections. However, preliminary numbers indicate Broadlawns may receive some additional appropriation for FY 2009 based on additional service volumes to IowaCare patients. This additional funding is very much needed as we are seeing higher claims volumes for patients served.



## Claim Growth Since the Inception of the Program

### IOWACARE CLAIMS HISTORY



# Clinical Information

 **Broadlawns** Medical Center  
Caring for **Our Community**. *Caring for you!*



# Broadlawns Medical Home Model

- We have established a Primary Care Clinic that provides a Medical Home for our IowaCare enrollees.

## Goals:

- Offer comprehensive primary preventative care, long-term, whole person health care that is planned and coordinated by our health care team
- Continuity of care for patients and their families (longitudinal care)
- Improve patient health/prevent some illnesses
- Decrease reliance on Emergency Room visits
- Incur fewer avoidable hospital stays
- Manage and control health care costs and waste
- Manage chronic disease







## Most Common Reasons in FY 09 Why IowaCare Patients are Treated at Broadlawns

- Drg Description
- Poisoning & Toxic Effects of Drugs
- Chest Pain
- Cellulitis
- Esophagitis, Gastroent & Misc Digest Disorders
- Alcohol/Drug Abuse or Dependence Rehabilitation
- Chronic Obstructive Pulmonary Disease
- Chemotherapy w/o Acute Leukemia as Secondary Diagnosis
- Disorders of Pancreas Except Malignancy
- Major Joint Replacement or Reattachment of Lower Extremity
- Diabetes



# Broadlawns Medical Home Model

- Care is tailored to the patient's individual health needs.
  - Proactive
  - Based on best practice/evidenced-based medicine (EBM)
    - BMC uses recognized Clinical Practice Guidelines and EBM-based criteria in the establishment of disease-specific treatment guides.
    - Clinical practice guidelines for referral to U of I for specialty care including establishing protocols which link specialty care services together.
  - Diabetes registry in place at FHC (Family Health Center)



# Broadlawns Medical Home Model

- Team approach to patient care
  - Total coordination of care satisfying all patient health needs under the direction of the primary care provider.
- Engaged patients
  - Patients and their families are fully engaged in their health care and collaborate on individual goal-setting.
  - We offer culturally and linguistically appropriate counseling and educational materials.
  - Website currently only one in city that is bilingual (Spanish).



# Broadlawns Medical Home Model

- Continuous, comprehensive and coordinated care
  - BMC is largely primary care-based community hospital
  - We offer preventative education and services
    - i.e., Diabetes nurse care coordinator
  - Treatment of chronic care
  - Behavioral health is available
    - Case management
    - Social Services/Therapy
  - Specialty services are available

General Surgery

Orthopedics

OB/GYN

Podiatry

Internal Medicine

Urology

Pediatrics

Pain Management

ENT

Geriatrics

Cardiology

 **Broadlawns** Medical Center  
Caring for **Our Community**. *Caring for you!*



# Broadlawns Medical Home Model

- Care is measurement driven and enhanced by technology application
  - CMS specific outpatient quality measures are benchmarked and BMC is transparent in its reporting of these measures
  - Press Ganey patient satisfaction evaluation and scores drive improvements
  - Electronic medical record (HIMMS level 6, first in state of Iowa) which helps to track patients and enhance/simplify communication among providers, also provide for medication reconciliation to improve patient safety
    - Future plans:
      - e-prescribing
      - potentially interconnected with the U of I for healthcare patients, allowing comprehensive medical record to link primary and specialty care services, Health Information Exchanges (HE)



# Broadlawns Medical Home Model

- As we implemented this program, we became aware that 25% of all our patients enrolled in IowaCare have Diabetes. We developed clinics to assist in managing this disease with our patients.
- We have been working with our enrollees on prevention and seeking care early in the Primary Care Clinic, rather than waiting and then accessing the Emergency Department. This should also lower the cost of providing care to our enrollees.



# Broadlawns Medical Home Model

- Access to care
  - Open access
    - Walk-in and same-day/next day appointments available
    - Extended hours
      - Providers working 10-hr day
      - Fast-track (urgent care) available through BMC's ED.
  - Reduce no-show rates
- Open and effective communication
  - Interpreters and/or language line services available
  - Translated health care educational materials
- Reimbursement reflects cost and value of medical home
  - Many of the medical home components are non-reimbursable services and BMC is a front-runner in providing quality care while containing costs





## Durable Medical Equipment and Pharmaceuticals Provided to IowaCare Patients

Durable Medical Equipment and Pharmaceuticals are not covered services under IowaCare; however, Broadlawns Medical Center has been providing these to our enrollees since the inception of the program.

- **Pharmaceuticals:**  
**TOTAL: \$17.6 million for the last five years**
- **Durable Medical Equipment:**  
**TOTAL: \$ 479,255 for the last 5 years**

As outlined above, Broadlawns Medical Center has provided over \$14 million in additional non-covered services to our IowaCare enrollees. We consider these additional services to be essential to the well-being of our patients.



# Financial Information





# Overall Increase in Total Claims

CURRENT LEGISLATION	BMC LOAN TO STATE	STATE APPROP	CLAIMS MATCHED CAP	CLAIMS W CURRENT GROWTH PROJECTIONS	Net year end settlement
ORIGINAL TARGETS	\$34,000,000	\$37,000,000	\$40,000,000	\$36,627,030	\$372,970
FY 2009 ACTUAL	\$38,000,000	\$41,000,000	\$46,000,000	* \$41,761,839	\$761,839
FY 2010 PROJECTIONS	\$38,000,000	\$45,000,000	\$47,000,000	\$45,079,384	\$79,384
FY 2011 PROJECTIONS	\$38,000,000	\$48,000,000	\$51,000,000	\$48,881,111	\$881,111

\* Broadlawns also received \$2.5 million year-end settlement for Tax Levy applied to appropriations for Federal Match.



# The Future of IowaCare

 **Broadlawns** Medical Center  
Caring for **Our Community**. *Caring for you!*



# Renewing of the IowaCare Waiver

- Broadlawns Medical Center stands ready to work in collaboration with the State of Iowa to renew and expand the Waiver.
- Challenges that we need to address with renewing the Waiver.
  - How do we continue to offer this program and manage the volume growth throughout the State to ensure Polk County resources used for the treatment of Polk County Residents.
  - How can we work to get additional services covered that we believe are preventative in nature and ultimately save healthcare resources (i.e. Pharmaceuticals, Durable Medical Equipment and Podiatric care)?



# Renewing of the IowaCare Waiver

- In the last six months, access to specialty care has become an issue for Broadlawns. We have had conversations with the University of Iowa about how to work collaboratively for the access to these services.
- We are supportive of expanding IowaCare in other areas of the State while recognizing in Polk County Broadlawns has the capacity to be the Medical Home for primary care for the residents in our county.
- We need to work in collaboration with the FQHC's to have them refer Polk County patients they believe are eligible for IowaCare to Broadlawns as their Medical Home.



# Questions?